

## **Training Officer**

(ADMINISTRATIVE SERVICE ASSISTANT 5)

**Job Overview:** An employee in this position develops and delivers training, and performs a variety of professional training duties such as coordinating and monitoring training activities. This employee will be responsible for executing Welcome Center administrative duties of average difficulty.

**Education and Experience:** Graduation from an accredited college or university with a bachelor's degree and experience equivalent to two years of full-time professional work in one or a combination of the following: academic teaching; development of instructional materials for academic programs; or training.

**Substitution of Education for Experience:** Additional graduate course work in one or a combination of the following may be substituted for the required experience on a year-for-year basis, to a maximum of two years: (1) Human Resources Management; (2) Industrial/Organizational Psychology; or (3) any field related to the design or evaluation of curriculum and related instructional processes, including, but not limited to Curriculum and Instruction, or Educational/Instructional Media Design, Educational Evaluation, Research, and Statistics. (e.g., 36 graduate quarter hours may be substituted for one year of required experience).

**Substitution of Experience for Education:** Any teaching or training experience, or any remaining professional experience may be substituted for the required education, on a year-for-year basis, to a maximum of four years.

Or

One year of professional experience in delivering workforce training with the State of Tennessee.

Or

Learning Facilitator Certification by Department of Human Resources.

### **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

Assigns trainees to courses based on training requirements, participants' training needs, and class size to efficiently use agency staffing resources.

Coordinates training events by determining and securing date, time, location, and number of participants. Organizes event schedules and reserves sites, equipment, and other needed accommodations to coordinate training

Evaluates individual's training record to ensure compliance with departmental and state policies, procedures, and standards.

Enters trainee information into agency database to document and track training records.

Maintains training calendar to reflect all training events.

Receives training rosters and records of individual participation forms to ensure completion of activity and proper documentation.

Gathers information through surveys, training evaluations and individual requests to assess training needs for employees.

Facilitates training mandated by the Department of Human Resources to comply with State learning and development rules.

Delivers agency specific training to internal customers to facilitate learning and development through various delivery methods.

Assist with monitoring and tracking of the participants enrolled in the Welcome Center Certification program.

Applies principles of adult learning to the development and delivery of training to create an optimal learning environment.

Conducts training needs analyses and confers with agency staff and subject matter experts to determine training needs.

Notifies employees of training opportunities via electronic, verbal, or written communication.

Maintains an open dialogue with all employees to ensure effective communication.

Maintains adequate training supplies for scheduled training events.

Responds to e-mails, phone calls, and other correspondence as required.  
Ensures equipment is available and functioning properly for training events.  
Receive, date stamp and scan bills to the appropriate welcome center Manager.  
Compile Comment Card information on a monthly basis and email the Comment Card spreadsheet to the Assistant Commissioner of Welcome Centers Division.  
Compile Welcome Center Reservations information on a monthly basis.  
Maintain a file of all Welcome Center by-monthly inspections completed by regional managers.  
Maintain and file all final work schedules for the Welcome Center Division.  
Receive all payment cardholders' transaction logs and receipts. Review information for accuracy.  
Receive Welcome Center Guest Registers on a monthly basis and maintain this information in an Excel spreadsheet.  
Review and verify Welcome Center monthly billings prepared by Centralized Accounting.  
Prepare and assist with any fiscal reports requested by the Commissioner or his designee.

#### **REQUIRED SKILLS:**

Team player with strong interpersonal and organizational skills.  
Intermediate Facilitation Skills  
Intermediate Oral Communication Skills  
Intermediate Written Communication Skills  
Intermediate Learning Strategy Skills  
Intermediate Active Listening Skills  
Intermediate speaking skills  
Intermediate Time Management Skills

How to Apply: Qualified candidates should send their resumes along with a cover letter to [pete.rosenboro@tn.gov](mailto:pete.rosenboro@tn.gov) by February 23, 2018.  
Include "Application for ASA5" in subject line.

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*